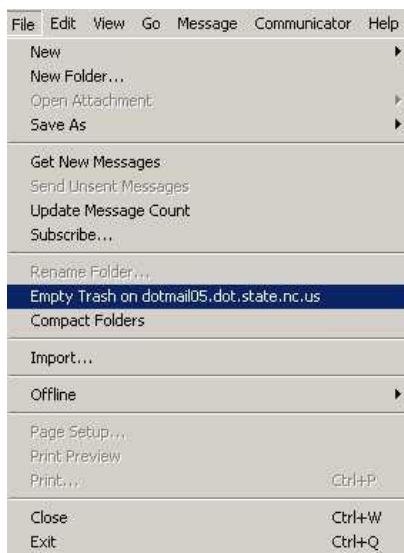**15_11 Exceeded Quota Email Message**

Question:
My email is not responding when I delete messages. I keep getting a message saying my mail box quota has been exceeded but when I try to delete some of them, it won't let me.

Answer:
Most of the time, this is due to the Trash folder on the email network server being full. If you delete any messages from the standard Inbox, Sent, or Draft folder on the network server folder, the email is sent to the Trash folder. An error message will appear when attempting to delete emails to the Trash folder once it is full. Ultimately, as a direct result no one can send email to a recipient with a over limit quota.

To Resolve Email Quota Exceeded Problems:

- Empty Trash Folder

Another issue is you might be saving your "Sent" email on the server which counts towards your limited email server limit. You may store your "Sent" email on your local computer instead to give you some more space by:

- Set the Sent folder for email to the local folder under:
  Edit > Preferences > Mail & Newsgroups > Copies and Folders.